

NASA SHARED SERVICES CENTER

# **NSSC Small Business Innovation Research and Small Business Technology Transfer Programs - Service Delivery Guide**

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Revision: Basic  
September 29, 2006

**Approved by**

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NSSC Deputy Executive Director

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Date

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## Document History Log

Status Basic/Revision/ Cancelled	Document Version	Effective Date	Description of Change
Basic			Basic Release

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# SBIR/STTR - Service Delivery Guide

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## Introduction

The NASA Shared Services Center (NSSC) will award, administer and close-out Phase 1 and Phase 2 SBIR/STTR contracts as defined by the NSSC Transition schedule. These activities will include assuming the duties and responsibilities of the Procurement Policy Manager (PPM), Contracting Officer (CO) and Contract Specialist as discussed in the NSSC Transition Plan and the NASA SBIR/STTR program Electronic Handbooks (EHBs). The NSSC will, in coordination with the SBIR/STTR Program Executive and SBIR/STTR Program Management Office, participate in the development of SBIR/STTR solicitations, model contracts, take part in the debriefing of unsuccessful offerors and participate in the design and content maintenance activities for the EHBs. NSSC will, in coordination with Field Center Program Offices, appoint Contracting Officer Technical Representatives (COTR) and alternates, establish and maintain official contract files, conduct contract negotiations; perform various analyses, develop contract document and oversee document approval and execution. The NSSC will process and coordinate contractual actions including deliverables, compliance issues, voucher processing, contractor reporting and close-out procedures.

## NSSC Responsibilities

NSSC will assume general administrative duties for NSSC-awarded SBIR/STTR Contracts. NSSC's duties shall include, but not be limited to, receiving, reconciling, recording, processing, inputting, maintaining and retaining all documents necessary to properly detail and administer the official contract file from pre-award through close-out.

### **NSSC Contractor Service Provider (SP)**

- Support the study and analysis of the SBIR/STTR processes;
- develop and maintain a complementary SBIR/STTR website;
- support the NSSC CO's in contract administration of SBIR/STTR awards;
- conduct SBIR/STTR fact finding and analysis;
- support SBIR/STTR Phase 2 debriefings;
- SBIR/STTR Contract compliance and fund monitoring;
- contract/purchase order preparation and documentation.

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**NSSC Civil Servants (CS)**

- Monitor activities for SBIR/STTR Procurements;
- administer policy changes and updates and liaise with SBIR/STTR Program Executive, Program Management Office, NASA Center Liaison Representatives, SBIR/STTR Field Center Offices, COTRs, and others as required;
- review, negotiate, award and administer SBIR/STTR Contracts.

**PMO Responsibilities**

The Program Management Office (PMO) will continue to serve as NASA's lead office for all issues associated with the SBIR/STTR programs.

The PMO will continue to provide and maintain the EHBs.

The PMO will continue to develop SBIR/STTR solicitations and manage the solicitation process for Phase 1 and Phase 2 SBIR/STTRs.

The PMO will continue to receive and in-process proposals received in response to the SBIR/STTR solicitations.

The PMO will oversee the proposal evaluation processes.

The PMO will work with the Source Selection Official in the selection of awardees of SBIR/STTR Contracts and provide appropriate notifications.

**Center Responsibilities**

Each Center will retain existing (Center awarded) SBIR/STTR Contracts through close-out. That is, no active SBIR/STTR Contracts will be transferred to NSSC.

Each Center will award and administer Phase 2 SBIR/STTR Contracts resulting from existing Phase 1 SBIR/STTR Contracts previously awarded by that Center.

Each Center will retain the responsibility for Phase 3 SBIR/STTR Contracts including participation and support.

Each Center will retain program/project, budgeting, safety, property, costing and resources responsibilities including writing Purchase Requests associated with all SBIR/STTR Contracts

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Each Center will retain the financial management responsibilities for invoice processing and accounts payable functions until transition to NSSC in Fiscal Year 2008. The transition of accounts payable will be completed in compliance with the established transition wave schedule.

The NSSC SBIR/STTR Service Delivery Guide is primarily designed to address post selection procurement activities. Not all individual group responsibilities are specifically defined. The roles and responsibilities of the various participants e.g., Mission Directorate Representatives are identified in the Policy Directives and Guidelines posted in the EHB. Please see the NASA SBIR/STTR POLICY STATEMENT (SSPS), specifically the Roles and Responsibilities in Directive SSPS 2006-1, dated October 3, 2005.

### **Electronic Handbooks/Contract Management Module**

The EHBs are a system of electronically-supported business processes to manage SBIR/STTR programs and associated data. The CMM is a newly installed electronic system for use by the Agency's procurement offices. The NSSC will utilize CMM and EHBs to properly produce, review, analyze, transmit, execute and record documents required to execute SBIR/STTR contract awards in compliance with Federal Acquisition Regulations, NASA FAR Supplement and other applicable rules and regulations.

The CMM is currently undergoing final testing in preparation for initial implementation in November 2006. Super users and facilitators are being familiarized and trained on CMM applications to assist in the implementation at NSSC. Modifications to the SBIR/STTR Service Delivery Guide (SDG) resulting from the introduction of CMM will be incorporated as necessary.

### **Overview of NSSC SBIR/STTR Processes, Roles and Responsibilities**

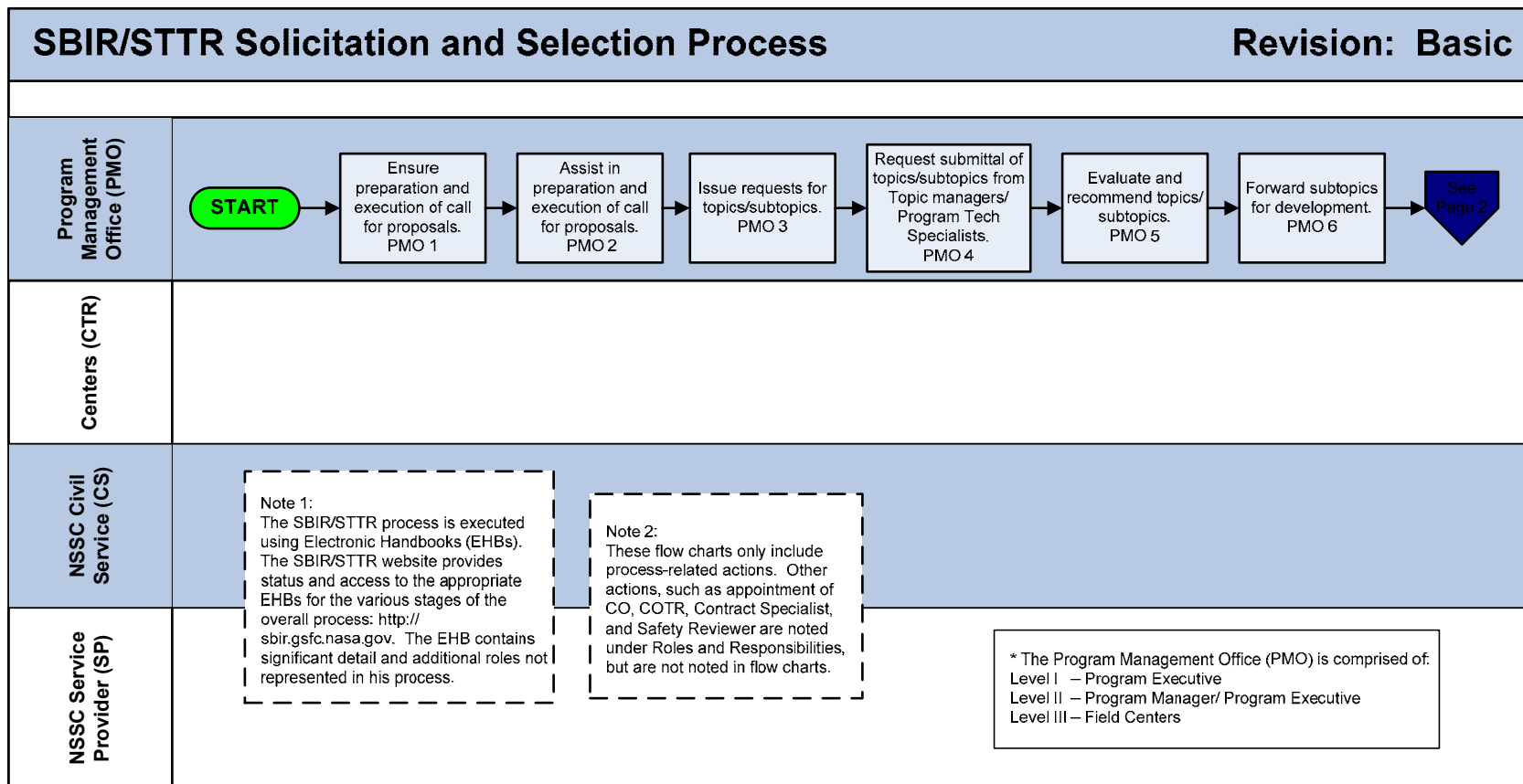
To facilitate the review of the roles, responsibilities and processes of the NSSC SBIR/STTR activity a color scheme has been introduced into this SDG. The color scheme has been included in the roles and responsibilities process flows and the flowcharts provided herein. The color scheme is consistent in both sections. For example, a grey box will indicate an action or responsibility of the SBIR/STTR Program Management Office (PMO).

A numbering scheme has also been developed for each of the four areas of responsibility. The numbering system developed is consistent in all sections. For example, the grey box numbered "PMO 4" refers to the fourth step in the process taken by the PMO. The designation "Step" refers to the order in which the action occurs. For example, "Step 19" designates the 19<sup>th</sup> step in order of occurrence (Step 19 happens to be performed by the responsible

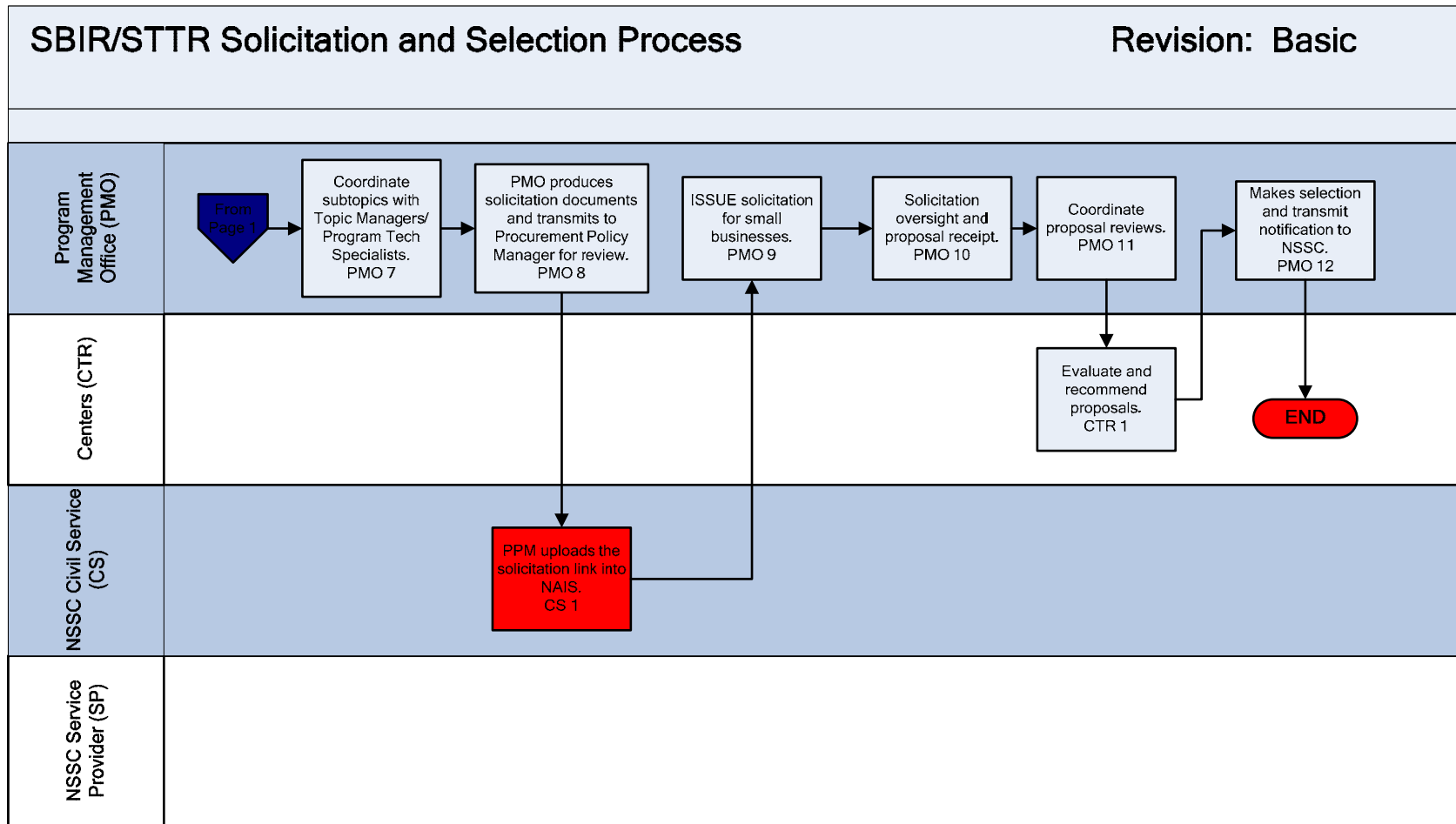
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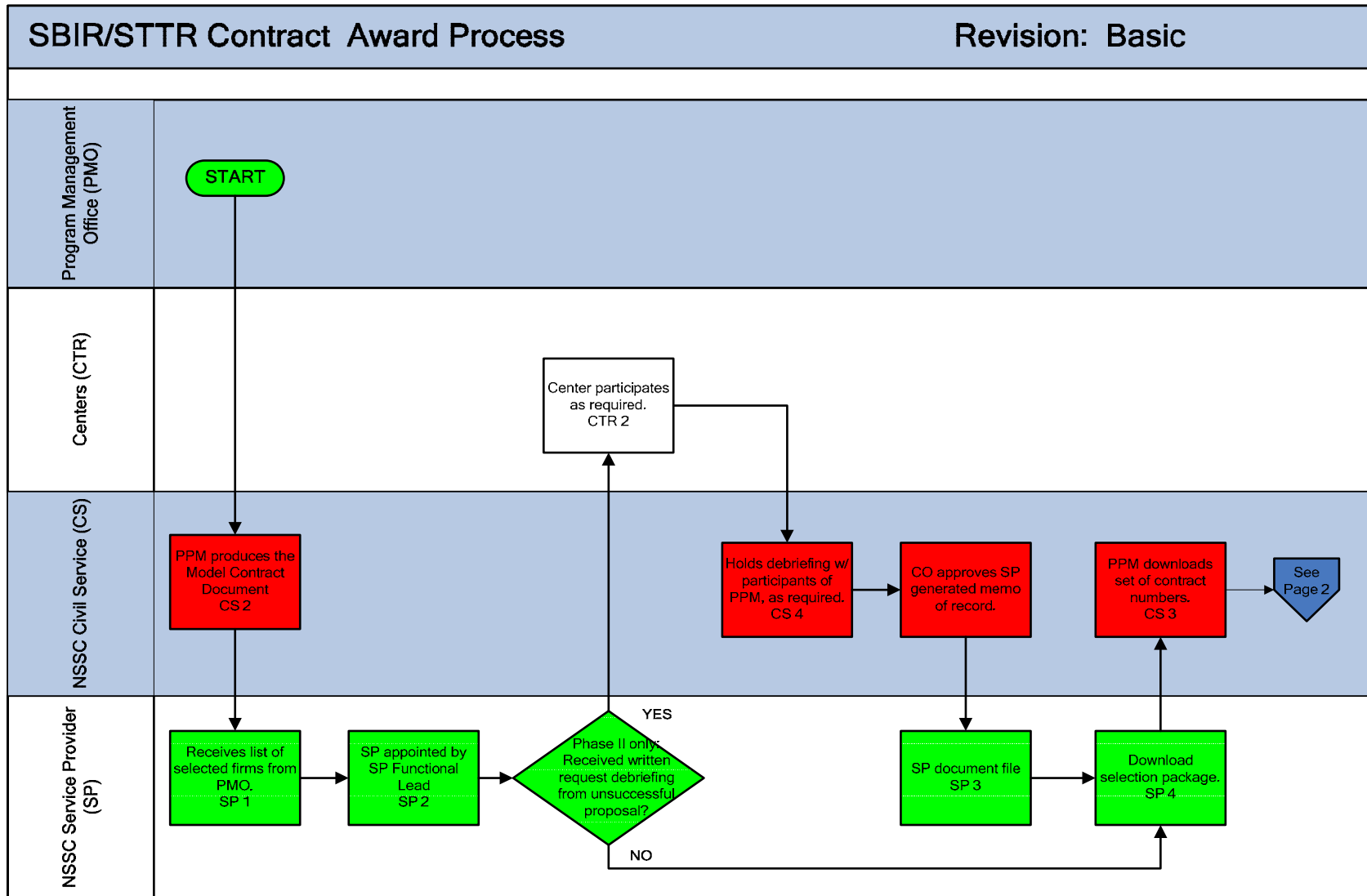
NSSC SP). The numbering system has been included in the roles and responsibilities section and on the flowcharts.

NOTE: The roles and responsibilities sections include various administrative steps that are not included on the flowchart. This simply means that a few step numbers provided on the roles and responsibilities list do not have a corresponding step on the flowcharts.

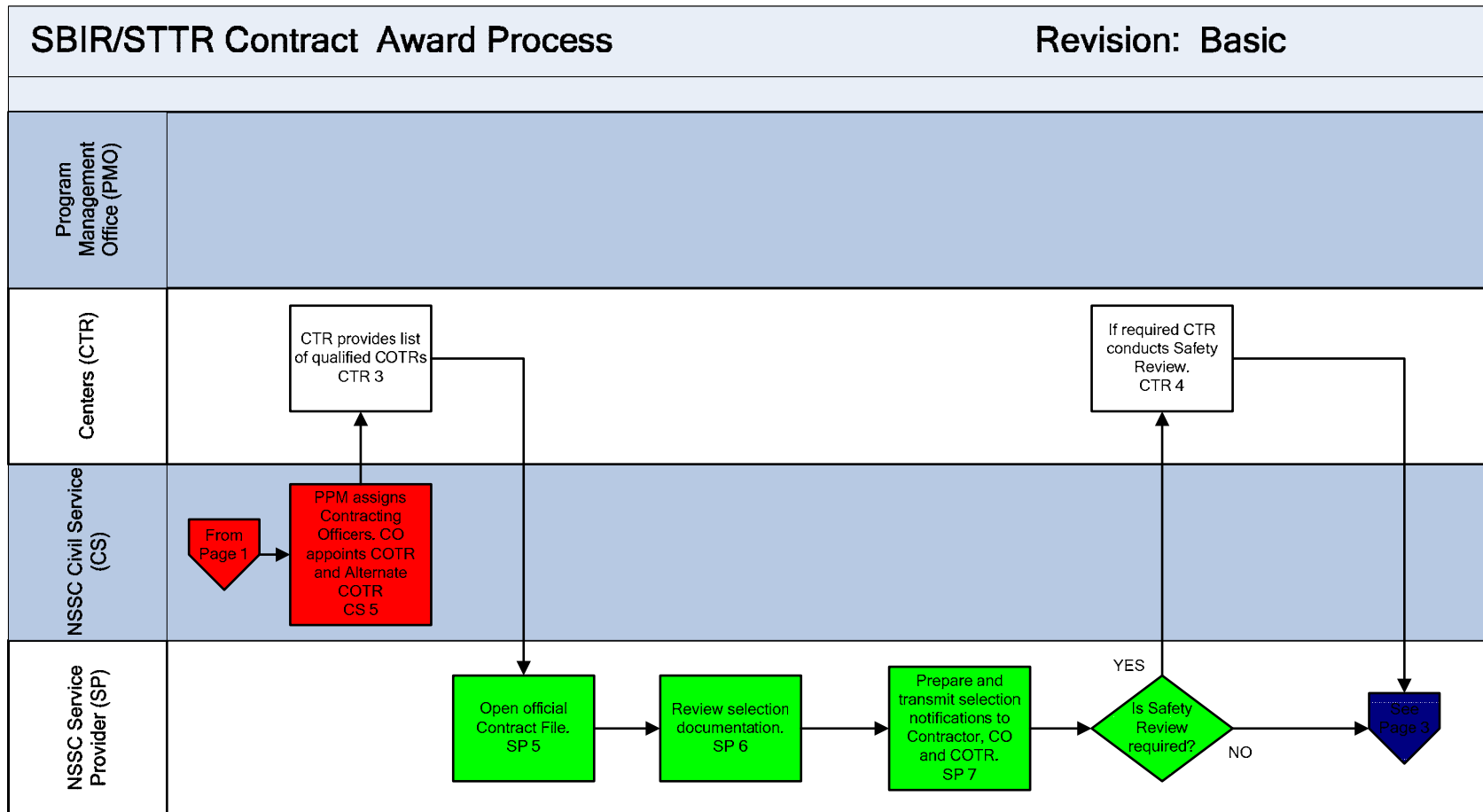


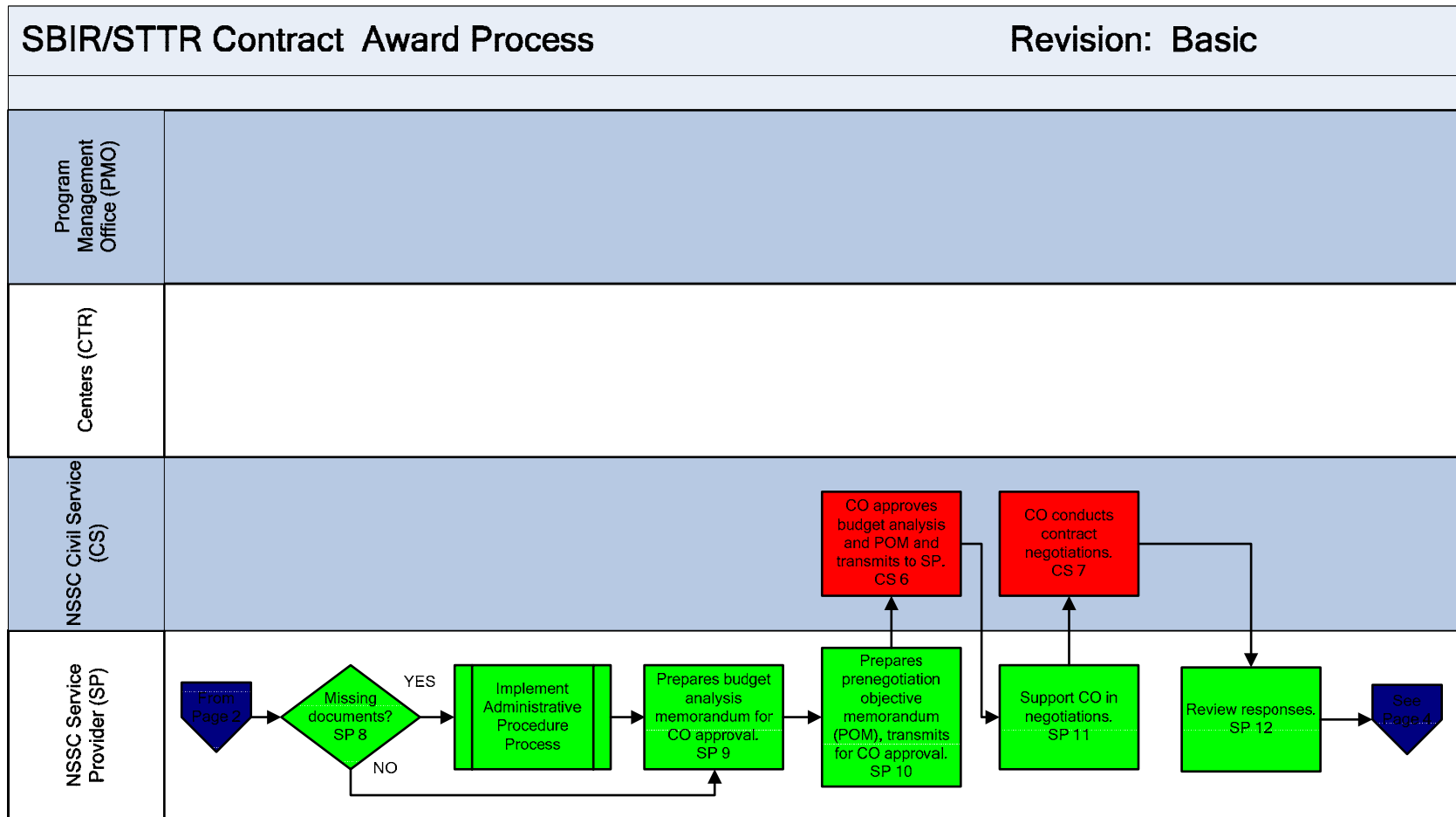


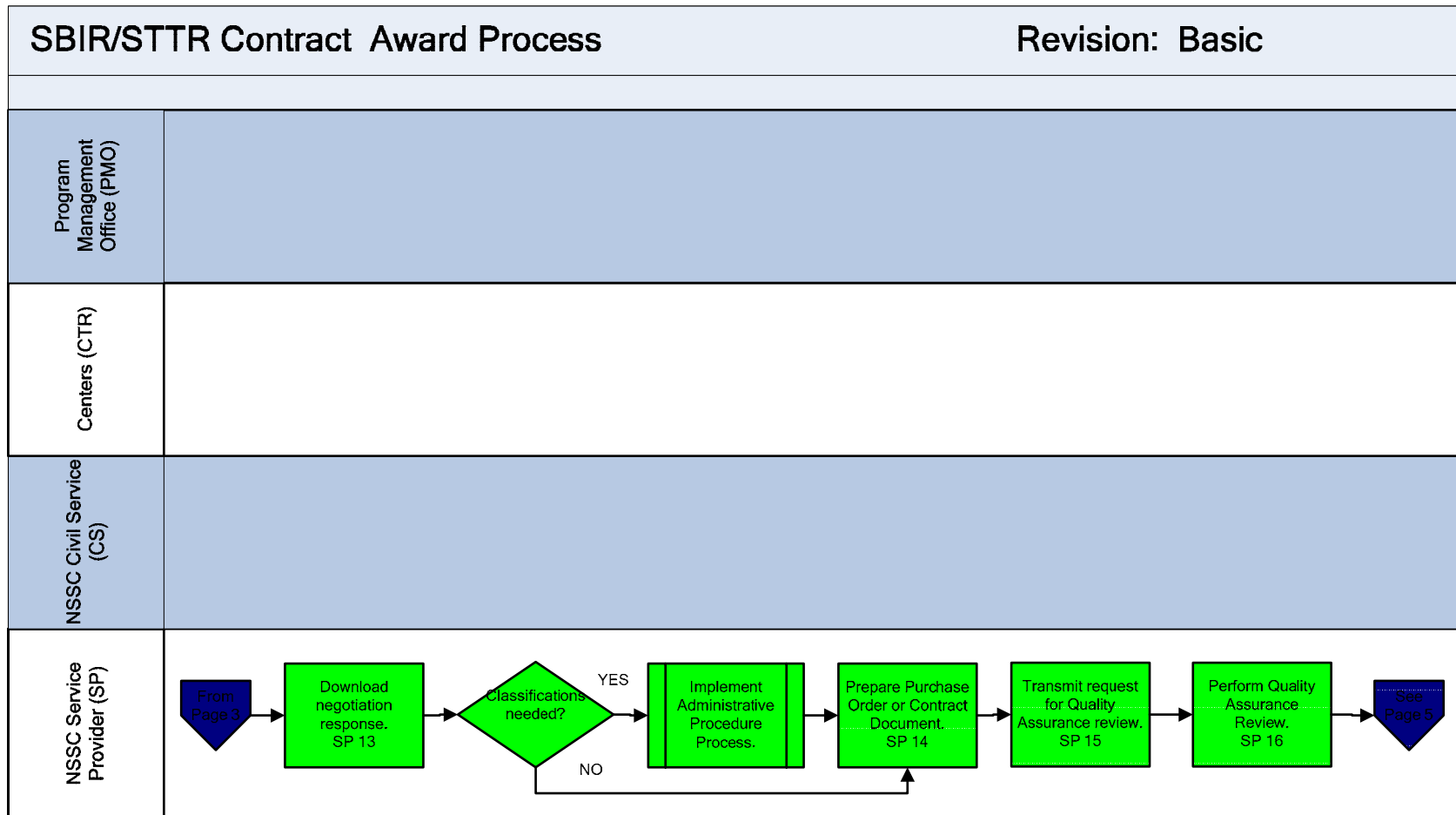


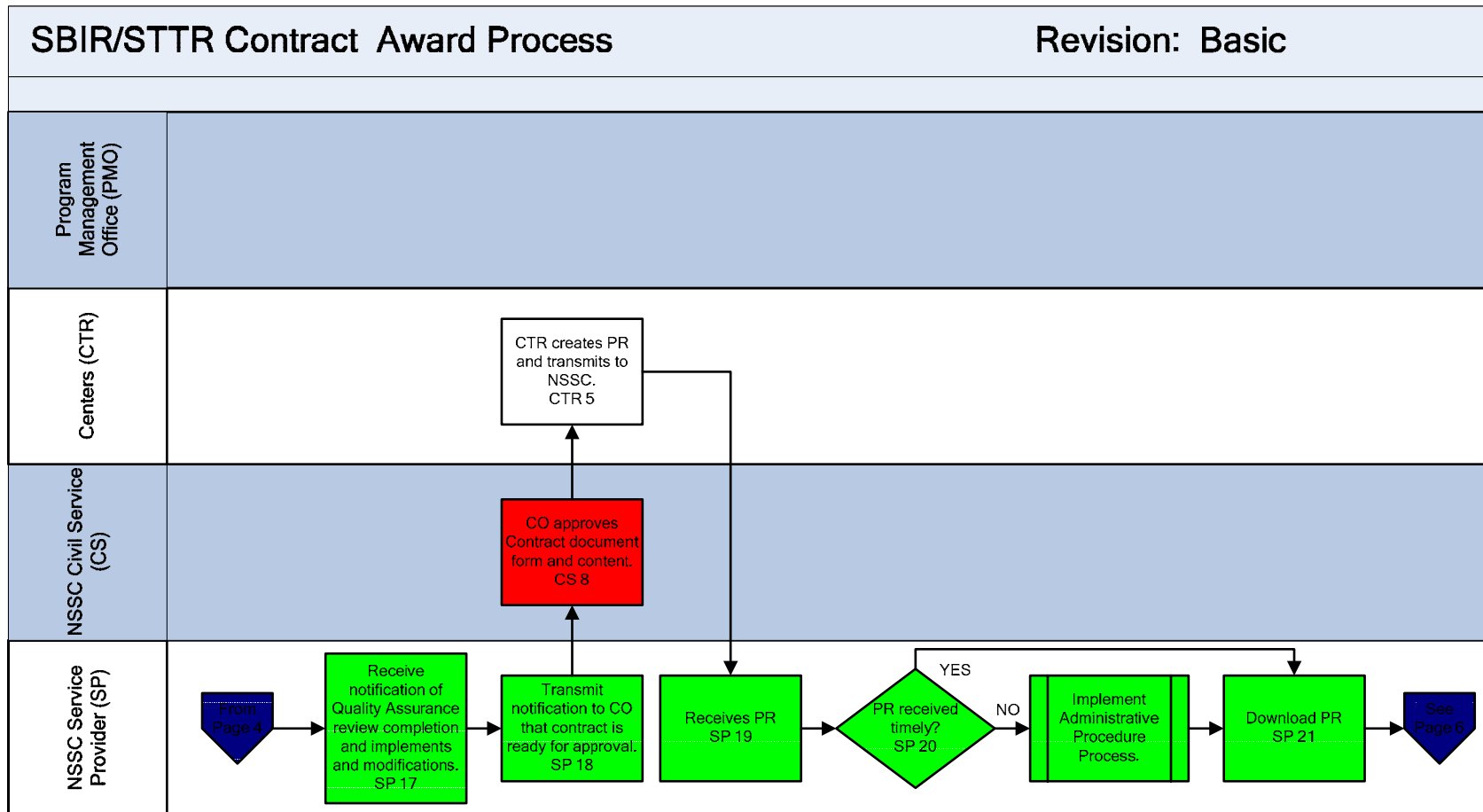


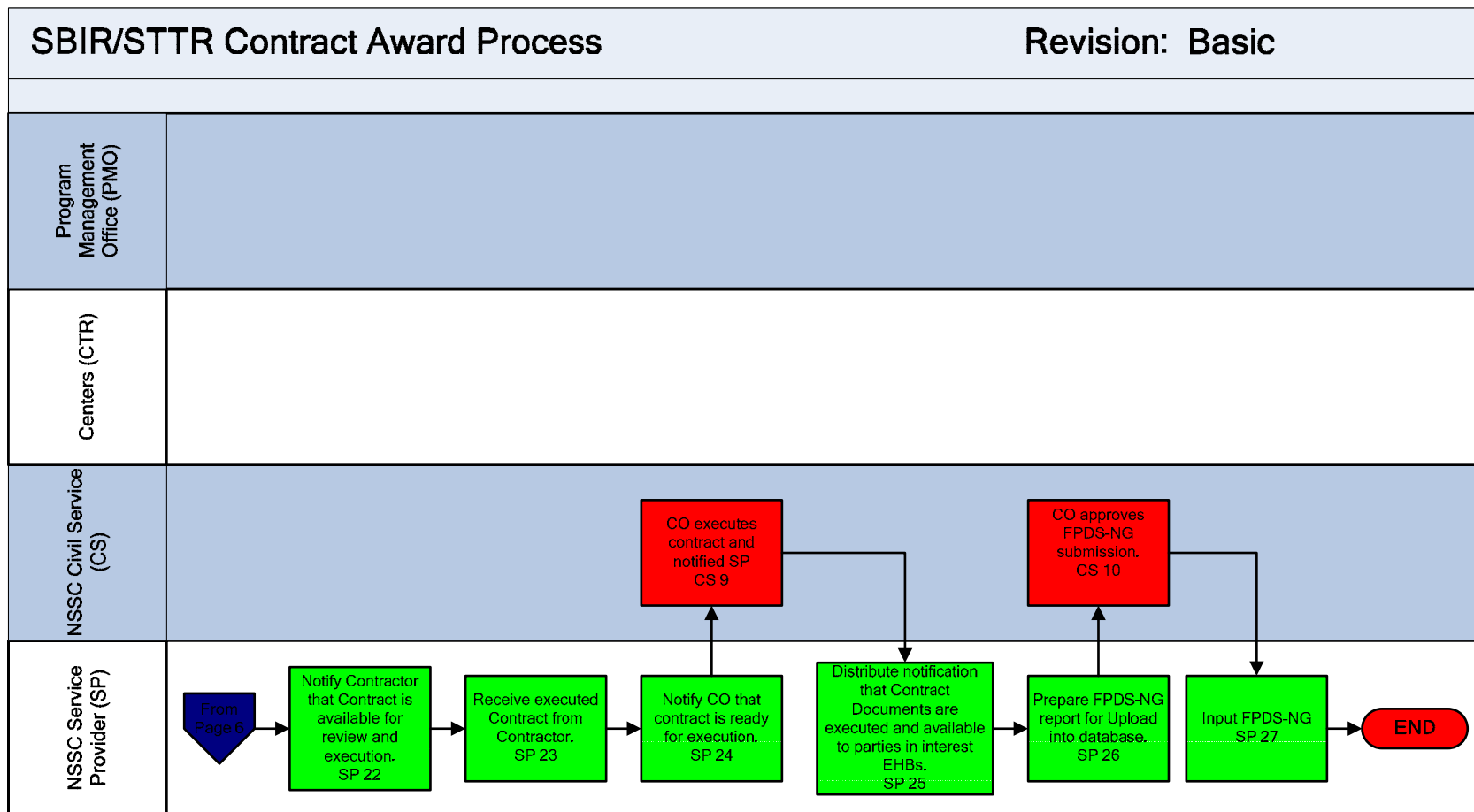
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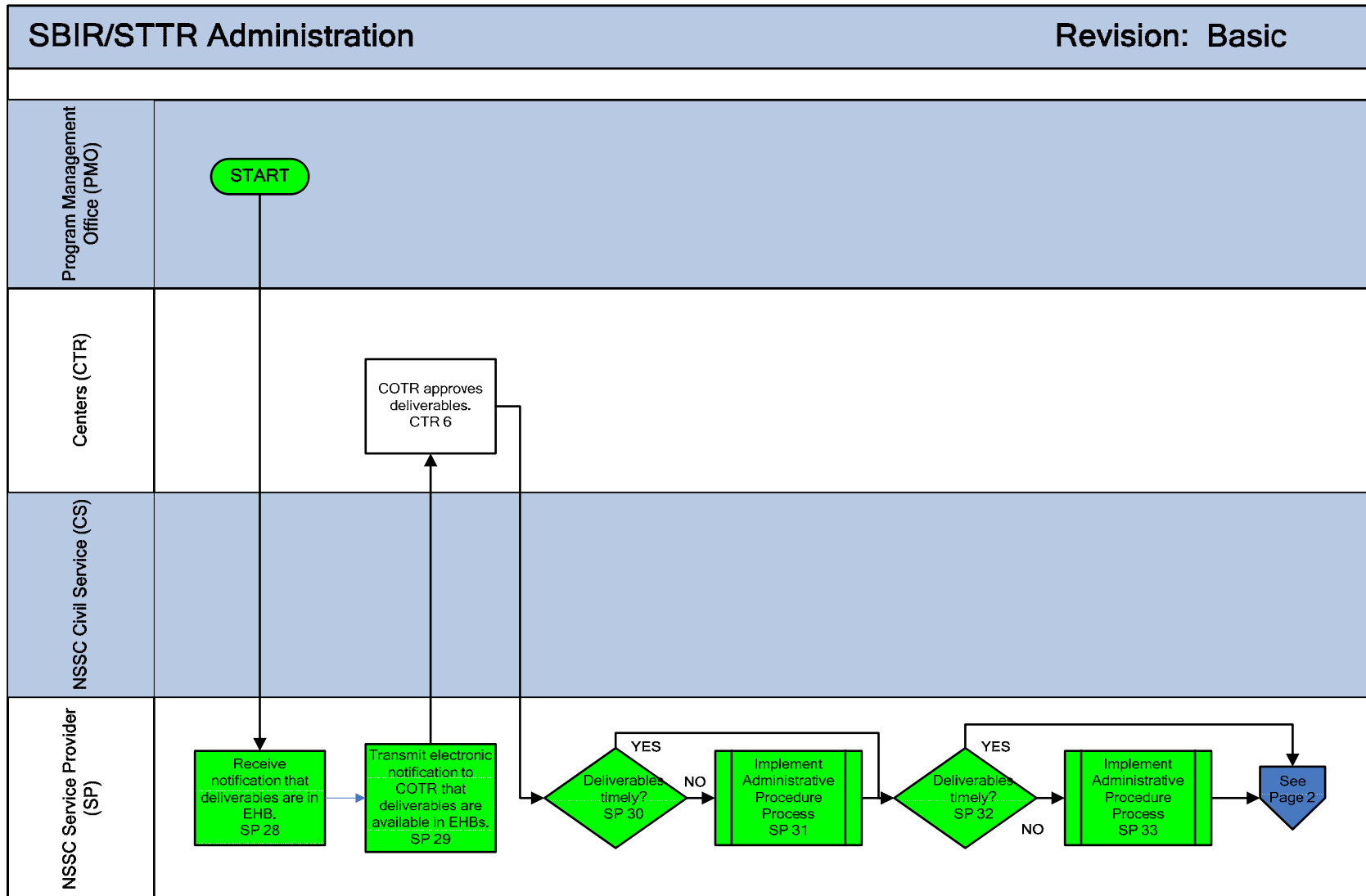






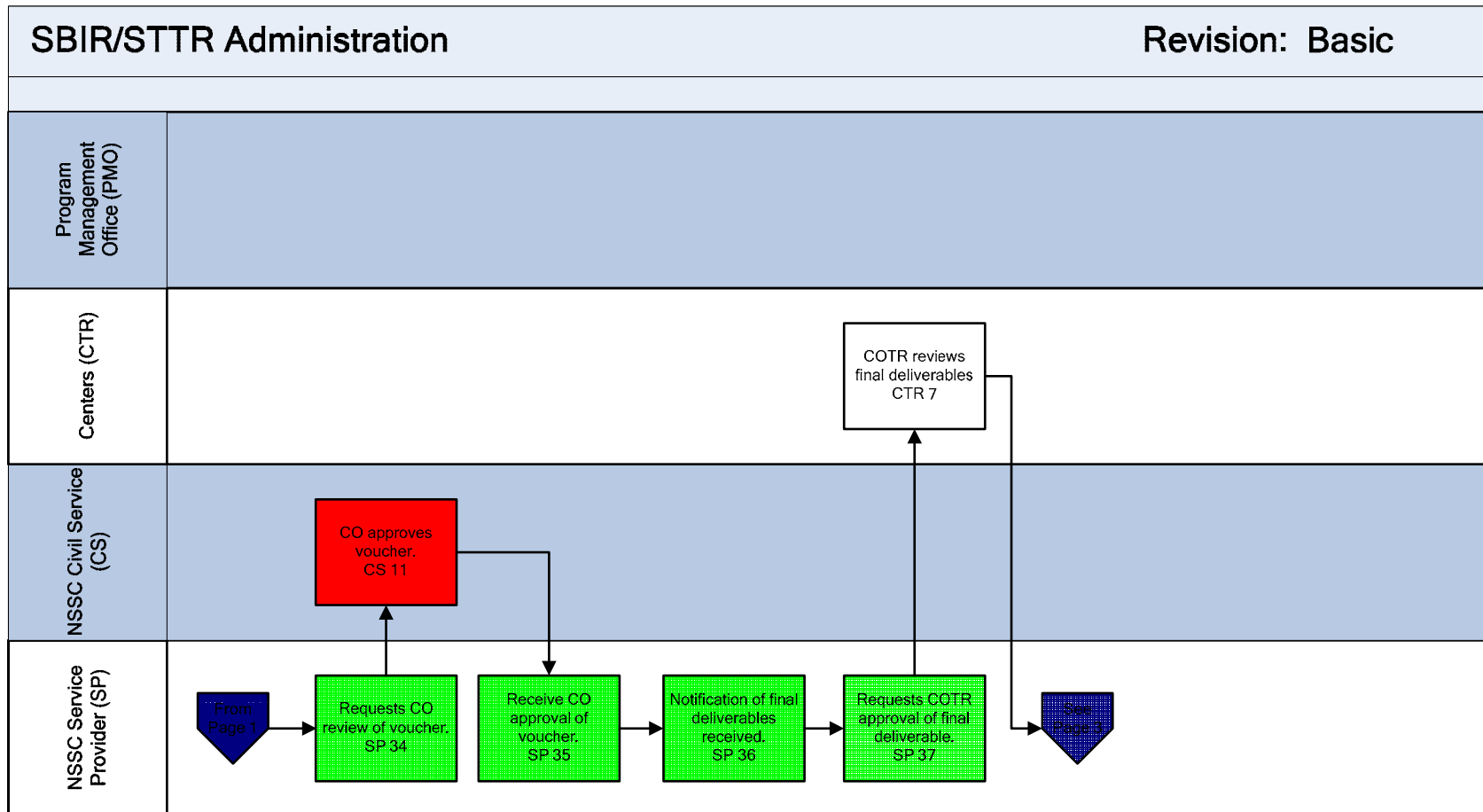


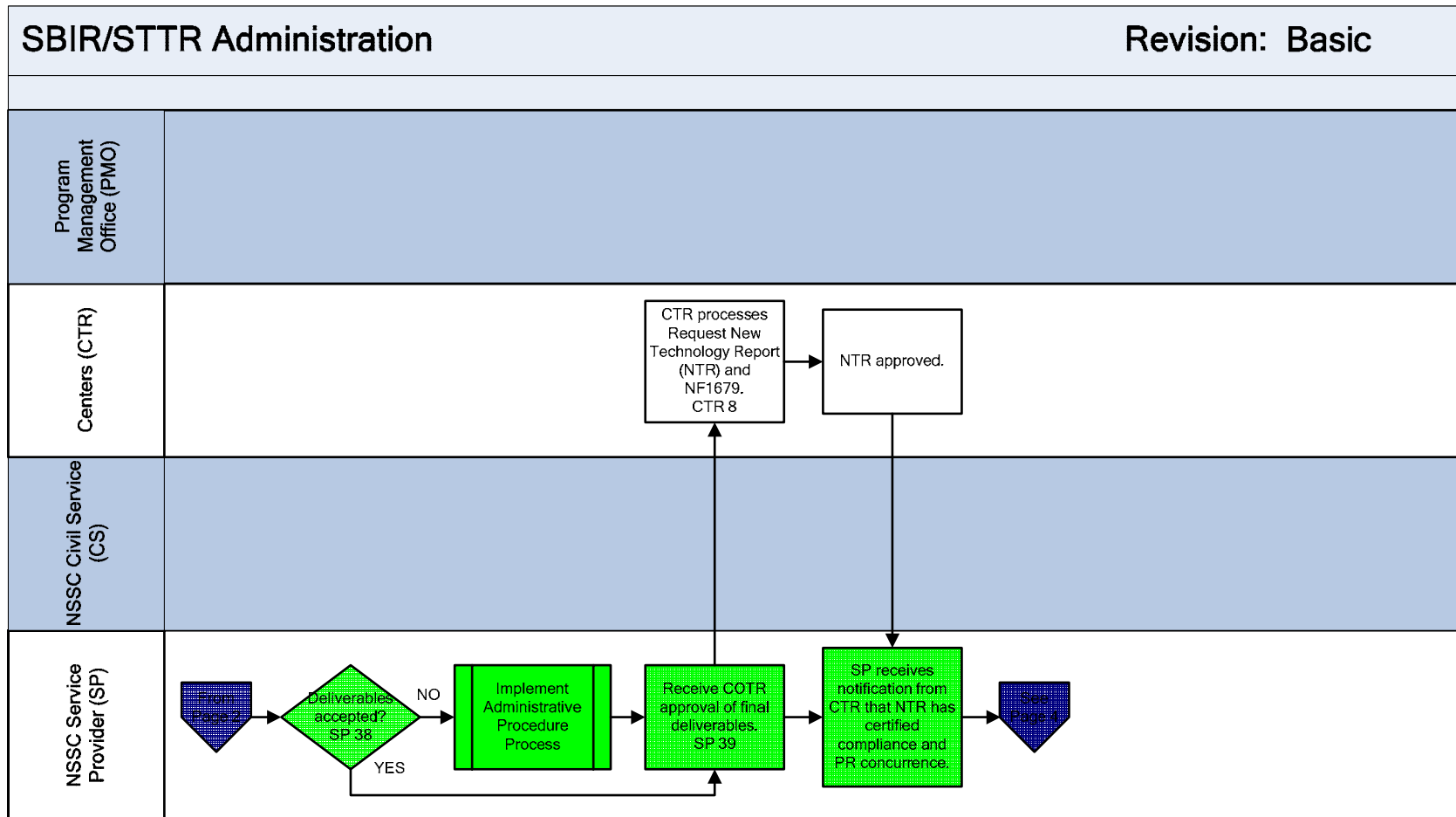


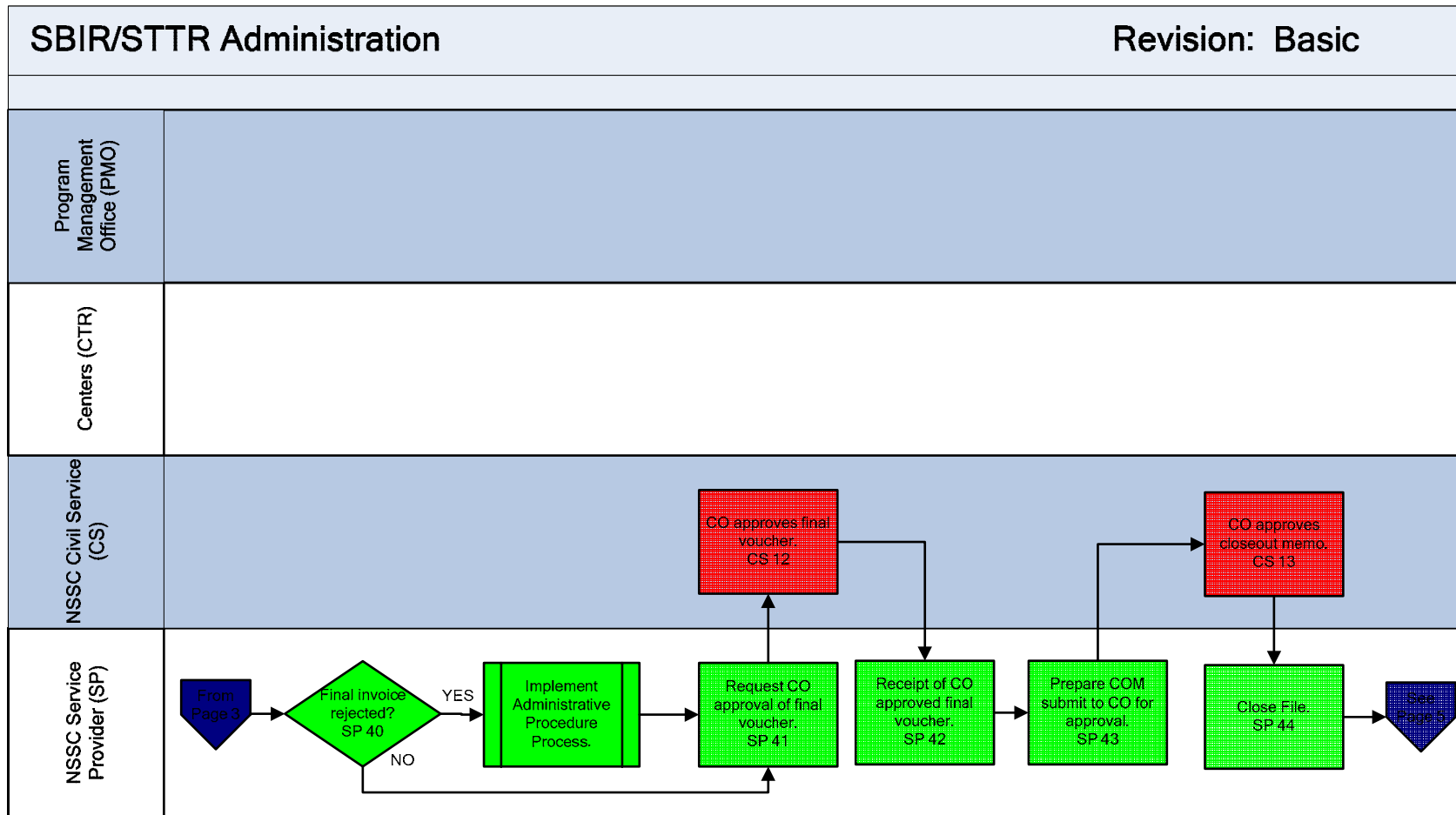


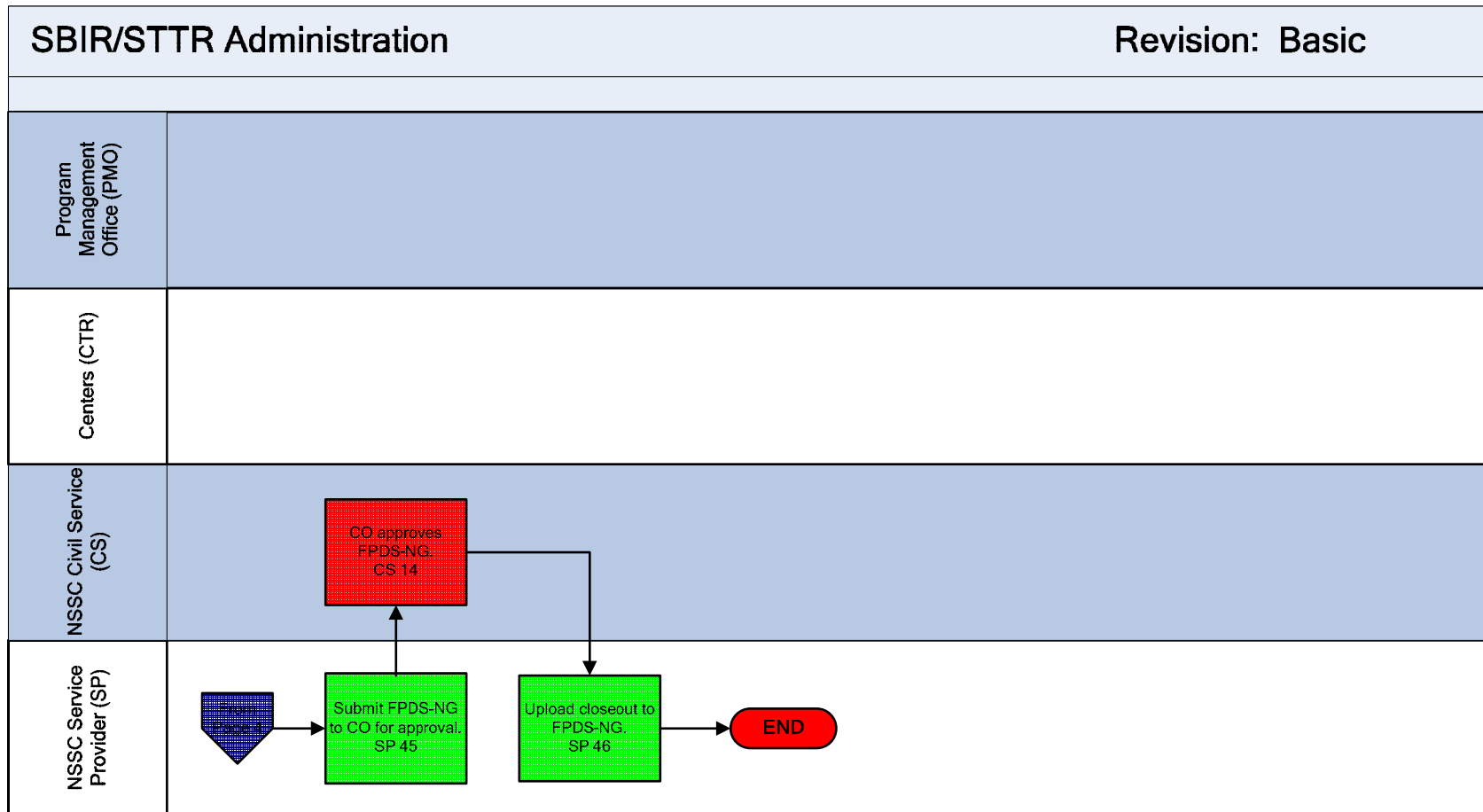
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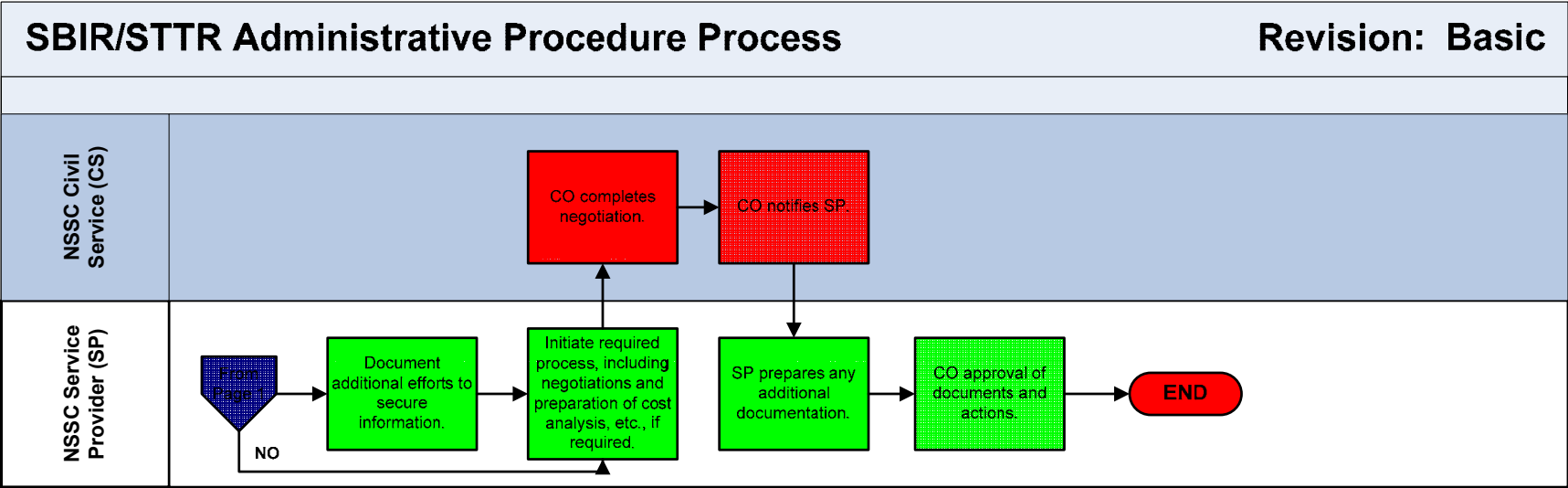


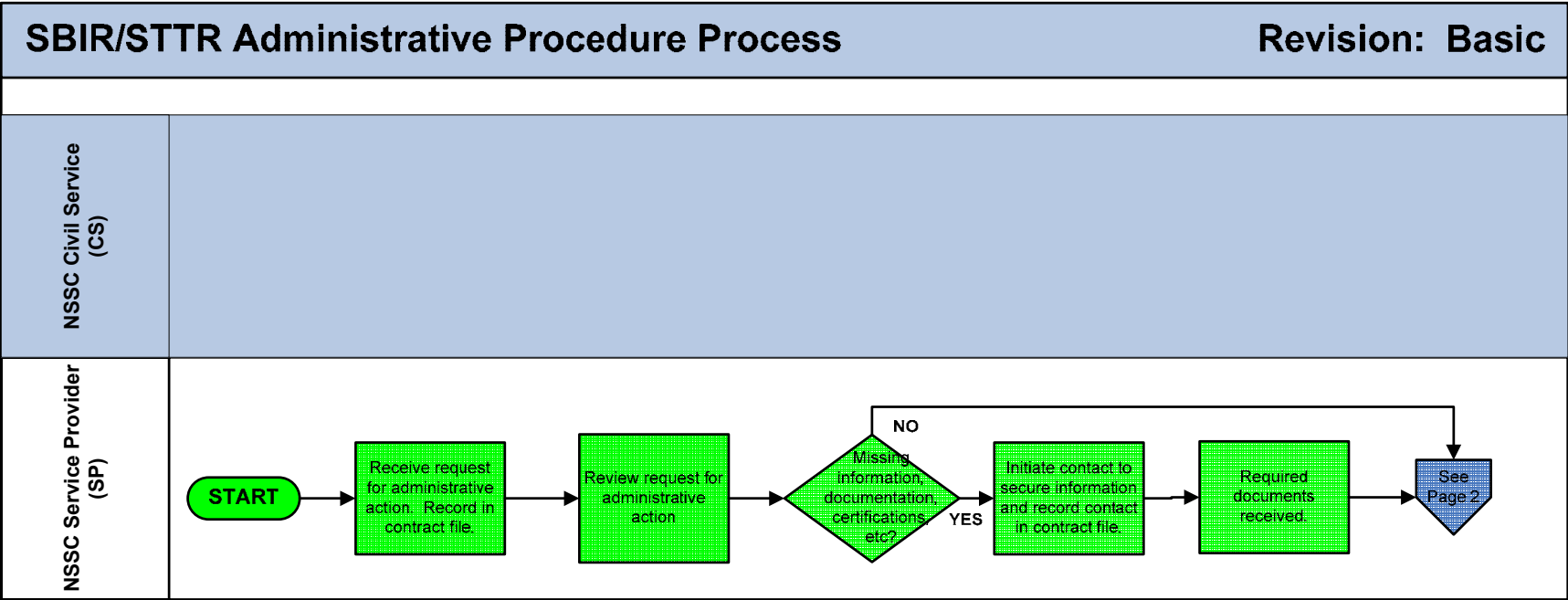












<u>PMO</u>  Program Lead Office, Topics, solicitation, selection and EHBs responsibilities	<u>CENTERS (CTR)</u>  Project Management responsibilities and all Phase 3 contracts.	<u>NSSC CS</u>  Procurement policy matters and approval of contractual actions	<u>NSSC SP</u>  Support services for contract actions including pre-award, administration and close-out.
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## ORGANIZATIONAL ROLES AND RESPONSIBILITIES

### PMO Roles and Responsibilities

	Roles and Responsibilities	Action	Tips
PMO 1	Step 1a SBIR/STTR Program Executive/ Program Manager  Call for Proposals	Ensure preparation and execution of call for proposals.	See Notes on flow charts for additional information.  Note: The Program Management Office (PMO) is comprised of: Level I – Program Executive Level II – Program Manager Level III – Field Centers
PMO 2	Step 1b Program Policy Advisor  Preparation of Call for Proposals	Assist in preparation and execution of call for proposals	
PMO 3	Step 1c Mission Directorate Representative	Issue requests for subtopics	

	Request for Sub-Topics		
PMO 4	Step 1d Center Program Manager – Level III  Assist with subtopic solicitation	Request submittal of subtopics from Topic Managers/ Program Tech Specialists	
PMO 5	Step 1e Topic Managers/ Program Tech Specialists  Subtopic Recommendation	Evaluate & recommend topics/subtopics.	
PMO 6	Step 1f Subtopics  Transmit Sub-topics	Forwards subtopics for development	
PMO 7	Step 1g  Subtopic Coordination	Coordinate Subtopics with Topic Managers/Program Tech Specialists	
PMO 8	Step 1h CS  Solicitation Document Development	PMO produces Solicitation and transmits to Procurement Policy Manager (PPM) for review.	Document developed in CMM and EHBs
PMO 9	Step 2a Program Management Office – Level II  Issue Solicitation	Issue solicitation	Issued in EHBs
	Step 4	PMO oversees process	Proposals are

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PMO 10	PMO  Oversight of Solicitation Process	and issues and changes to solicitation required	received in EHBs
PMO 11	Step 5a PMO  Coordinates Proposal Receipt and Evaluation	PMO will coordinate with the Centers to complete the evaluation process	Proposals received in EHBs
PMO 12	Step 6 Program Executive (Source Selection Official)  Proposal Selection	SSO makes selections and issues notification of selection to NSSC	

### Center Roles and Responsibilities

	Roles and Responsibilities	Action	Tips
CTR 1	Step 5b  Proposal evaluation	Centers participate in proposal evaluation	In EHBs
CTR 2	Step 9b (2) Unsuccessful Proposer Debriefings	Center and Technical Office participate in debriefings – Phase 1 unsuccessful proposers receive automatic debriefing letter within 60 days	This step only occurs if the unsuccessful Phase 2 proposer sends a written request for a debriefing
CTR 3	Step 10b NSSC (CS)  Contracting Officer's	CO appoints COTR and Alternate COTR, appointment made in EHB – coordinate with Center Procurement	COTRs and alternates must have undergone mandatory training

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	Technical Representative (COTR) appointment	Officer and NSSC Procurement Officer	
CTR 4	Step 15b Safety Review	If required, CTR conducts Safety Review	Safety Reviewer will review proposals in EHBs
CTR 5	Step 22 CTR  Purchase Request (PR)	CTR creates PR and transmits to NSSC	PR Created in SAP
CTR 6	Step 28c CTR	COTR approves deliverables in response to Center developed SOW	COTR approves deliverables in EHBs
CTR 7	Step 34 CTR	COTR approves final deliverables	COTR approves final deliverables in EHBs
CTR 8	Step 35 CTR  NTR and NF1679	COTR in conjunction with New Technology Representative and Patent Representative processes NTR and NF1679 and transmits notification of acceptance date to NSSC (SP)	Process completed in accordance with NPR 2200

### NSSC CS Roles and Responsibilities

	Roles and Responsibilities	Action	Tips
CS 1	Step 2b CS Upload Solicitation	Procurement Policy Manager (PPM) uploads solicitation link into NAIS	Solicitation link is uploaded NAIS
CS 2	Step 3 CS Model Contract	PPM produces the Model Contract Document and other	Document developed in Contract

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	Development	Model Documents required by the Centers	Management Module (CMM) Uploaded to EHBs
CS 3	Step 8 CS  Contract Numbers	PPM issues contract numbers and provides to applicable Center's Resource Office and NSSC SP	PPM transmits contract numbers to SP
CS 4	Step 9a (1) CS 9a (1)  Unsuccessful Proposer Debriefings	If written request received, from Phase 2 Unsuccessful Proposer then CO conducts formal debriefing with assistance from PPM, Centers, Technical Officers and SP	FAR 15.506 and PIC 04-11 provides guidelines for conducting debriefings
CS 5	Step 10a CS  Contracting Officer (CO) Assignment	PPM assigns CO for NSSC projects. CO appoints COTR and Alternate COTR.	Assignments made through EHBs
CS 6	Step 16b CS  Pre-Negotiation Memorandum approval	CO approves SP prepared budget review for price reasonableness and Pre-Negotiation Memorandum (PNM) and transmits both to SP	PNM is used by CO for the basis for negotiations
CS 7	Step 17a CS  Contract Negotiations	CO conducts contract negotiations	Necessary negotiation assistance is provided by SP
CS 8	Step 21b CS  CO Contract form and content Approval	CO approves Contract document form and content	Contract on hold until Purchase Request received
CS	Step 25b CS	CO executes contract and notifies SP	Contract transmitted through EHBs

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9	Contract Execution		
CS 10	Step 27b CS  CS Approval of FPDS-NG	CO approves SP submission of FPDS-NG report of Award	Produced, approved and submitted in CMM
CS 11	Step 30b CS  Voucher Approval	CO approves milestone payment voucher	Received in EHBs approved in CMM
CS 12	Step 38c CS  Final Invoice Approval	CO receives, coordinates with Center NTR for technology clearance and approves final payment	Received in EHBs approved in CMM
CS 13	Step 39 CS  Close Out Memorandum (COM) approval	CO approves COM	CO approves in CMM and SP closes file
CS 14	Step 41  FPDS-NG approval	CO approves FPDS-NG submission for Close-out reporting	CO approves in CMM

### NSSC SP Roles and Responsibilities

	Roles and Responsibilities	Action	Tips
SP 1	Step 7 SP (NSSC)  Selection Notification	SP receives list of firms selected from PMO.	Begin review and award processing steps, all actions will be processed using EHBs or CMM so there will be a permanent record of all actions

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SP 2	Step 9c NSSC Service Provider Functional Lead  Contract Specialist (SP) Appointment	Service Provider Functional Lead appoints Contract Specialist, herein after designated SP. The e- mail appointment of SP triggers "rule" in SP's e-mail that automatically copies Remedy and opens Remedy ticket	Appoint in EHB, give access to file, Contract Specialists are assigned to handle SBIR/STTR for particular centers. This step initiates Remedy ticket
SP 3	Step 9d (3) SP  Unsuccessful Proposer Debriefings	SP participates in debriefings and provides supports to PPM during debriefings and prepares debriefing summary	Phase 1 Unsuccessful firms are provided an automatic, electronic debriefing. Phase 2 firms will be given a debriefing but the request must be in writing.
SP 4	Step 12a  Selection Packages	SP downloads Selection Package	Download from EHB into CMM and upload into Tech Doc
SP 5	Step 12b SP  Open Contract File	SP Opens official Contract File	Open in CMM using EHB submissions
SP 6	Step 13a SP  Selection Package Review	SP reviews selection package to determine if package includes all required documents and information	Required documents include successful offer, proposal evaluation, source selection decision, cost/price analysis, Source List, Is proposal proprietary? If so, prepare proprietary information cover sheet for file, verify VETS 100 status,

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			Central Contractor Registration, Excluded Parties status, all representations and certifications - FAR 4.1103 (PR NFS 1804.73 (PR may be retained in SAP system); Spec/SOW FAR 11 & NFS 1811; NASA Cost Estimate, Source List , FAR 7.335. (FAR 9.405, NFS 1809.404), (FAR 22.1302(b), 22.1304) (FAR 15.5)
SP 7	Step 13b SP  Post-Selection notifications	SP prepares and transmits Post-Selection notifications to Contractor, CO and COTR	Notifications processed through EHBs
SP 8	Step 14 SP  Incomplete Selection Package	SP initiates administrative process to complete the proposed action	Administrative Process is the same for any action that is requested (contract modification) or missing information that prevents required action from proceeding
SP 9	Step 15a SP  Budget Review Memorandum	SP prepares Budget Review Memorandum for CO approval	Phase 1 utilize Labor Rates Comparison Worksheet; Phase 2 use NASA Form 634
SP 10	Step 17b SP  Prepare Pre-Negotiation	SP prepares pre-negotiation objective memorandum (POM), transmits for CO approval	FAR 15.406-1, NFS 1815.406-1, prepared in EHBs

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	Memorandum		
SP 11	Step 18a SP  Contract Negotiations	SP provides all support necessary for CO to conduct contract negotiations	Negotiations conducted in EHBs
SP 12	Step 18b SP  Review Responses	SP downloads negotiation response	Receive, transmit and record in EHBs
SP 13	Step 18c SP  Negotiation Clarifications	If required, SP initiates administrative procedure process to complete the proposed action	
SP 14	Step 19 SP  Contract Document	SP prepares Purchase Order or Contract Document	Upload CMM document to EHBs, Phase 1 will use Purchase Order (SF 1449), Phase 2 will use contract
SP 15	Step 20a SP  Quality Control	SP transmits request for QC file check	Notify QC SP that documents are available in EHBs.
SP 16	Step 20b SP (QC) QC review	SP (QC) Performs QC review	Check performed by other qualified SP using EHBs
SP 17	Step 20c SP  QC Modifications	SP receives notification of QC review completion; SP implements any modifications	Notification of availability in EHBs
SP 18	Step 21a SP  Contract Approval	SP transmits notification to CO that contract is ready for approval	Notification to CO that contract is available in EHBs for review and approval

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SP 19	Step 23a SP  PR Receipt	Receive PR	Download PR from CMM when released
SP 20	Step 23b SP  PR not received	SP initiates administrative procedure process to complete the proposed action	CMM provides suspense dates
SP 21	Step 23c SP  Receive PR	PR Downloaded	Proceed with Contract Execution
SP 22	Step 24a SP  Contract Transmission	SP notifies Contractor that Contract is available for review and execution	Contract will be available in EHB
SP 23	Step 24b SP  Contract Receipt	SP receives executed contract from Contractor.	SF 1449 or Contract uploaded to EHBs and CMM, contractor will fax or mail only the signature page
SP 24	Step 25a SP  CO Contract Execution	SP Notifies CO that contract is ready for execution	Notification and document in EHBs
SP 25	Step 26 SP  Contract Distribution	Distribute notification that Contract Documents are executed and available to parties in interest in EHBs	Notifications to Contractor, CO, COTR, File, Upload contract and related documents to Tech Doc
SP 26	Step 27a SP  Report Contract Activity	SP prepares FPDS-NG report for Upload into database	Report of all contract awards, not available in EHBs
	Step 27c	SP Inputs FPDS-NG	SP inputs all awards

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SP 27	SP Input Contract Activity Report in FPDS-NG Database	Report	into Federal Procurement Data System, Next Generation
SP 28	Step 28a SP  Deliverable Submitted	CMM notifies SP notification that deliverable is due	Receive in EHBs upload to CMM
SP 29	Step 28b Request COTR Review of deliverables	SP transmits electronic notification to COTR that deliverables are available in EHBs	EHBs
SP 30	Step 28d SP Late Deliverables	SP initiates administrative procedure process to complete the proposed action	
SP 31	Step 29a SP Deliverable Rejected	SP initiates administrative process to complete the proposed action	
SP 32	Step 29b SP Deliverable Acceptance	SP receives COTR acceptance of deliverables	Proceed with Voucher Processing NSSC will begin voucher processing in compliance with established schedule
SP 33	Step 30a SP Voucher Rejection	SP initiates administrative process to complete the proposed action	
SP 34	Step 30c SP Voucher Review	SP requests CO review of voucher	Submitted in EHBs SP uploads to CMM

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SP 35	Step 30e SP  Milestone Voucher Approval Receipt	SP receives Approved Milestone voucher from CO	Received in CMM
SP 36	Step 31a SP  Receive Final Deliverables and Final Voucher	SP receives Final Deliverables and Voucher	Deliverables submitted in EHB.
SP 37	Step 31b SP  Request COTR Review of Final Deliverables	SP requests COTR review of final deliverables	Notify COTR that documents are in EHBs ready for review
SP 38	Step 32 SP Final Deliverables not Acceptable	SP initiates administrative procedure process to complete the proposed action	
SP 39	Step 33 SP  COTR Acceptance of final deliverables	SP receives COTR acceptance of final deliverables	COTR reviews and accepts deliverables in EHBs
SP 40	Step 36 SP  final deliverables rejected	SP initiates administrative procedure process to complete the proposed action	
SP 41	Step 37 SP  Review of Final Voucher	SP requests review of final voucher by CO	

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SP 42	Step 37 Receipt of CO approved Final Invoice	SP notified that CO has approved final invoice	Received in EHBs Approved in CMM
SP 43	Step 38 SP Prepare Close Out Memorandum (COM)	SP prepares COM submit to CO for approval	NFS 1804.804
SP 44	Step 40 SP Close file	SP records CO executed COM and closes file	File closed in EHB, all documents uploaded to Tech Doc, close Remedy Ticket (See Step 7)
SP 45	STEP 40 SP Submit FPDS-NG to CO for approval	SP sends report to CO for approval	Report generated and approved in CMM
SP 46	Step 42 SP FPDS-NG database report	SP uploads close-out to FPDS-NG	Upload Close-out to FPDS-NG utilizing Form 210-110 as guide

### Metrics

Initiating Office/Entity	Deliverables (Output)	Receiving Office/Entity	Metric
NSSC SBIR/STTR Processing Team	Complete Phase 1 and Phase 2 Award	NASA PMO, Centers and SBIR/STTR Contractors	Process, Negotiate, Award, Distribute and properly document all NSSC processed SBIR/STTR Contracts within

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			Schedule
NSSC SBIR/STTR Processing Team	Administer Phase 1 and Phase 2 SBIR/STTR Contracts	NASA PMO, Centers and SBIR/STTR Contractors	Process and properly document SBIR/STTR Contract vouchers and any administrative actions as required by the SBIR/STTR Contracts processed by the NSSC
NSSC SBIR/STTR Processing Team	Close-out Phase 1 and Phase 2 SBIR/STTR Contracts	NASA PMO, Centers and SBIR/STTR Contractors	Process and properly document Contract Close- out, including contractor compliance, obtain all required documents and approvals for Contract Close-out for all NSSC processed SBIR/STTR Contracts

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EXISTING SYSTEMS/ TOOLS			
IT System Title	IT System Description	Access Requirements	IT System Interfaces
<b>REMEDY</b>	Supports NSSC Internal activities, metrics, etc.	User role for SP and CS	Yes
<b>TECH DOC</b>	References and resources database	User role at NSSC	Yes
<b>NASA SBIR/STTR Website</b> (Non-NSSC)	Official NASA SBIR/STTR web-site providing all necessary information and documents for the SBIR/STTR programs.	User role at NSSC	NAIS
<b>Global Logon</b>	Provides a single logon for each NAIS user	User role at NSSC	NAIS
<b>NAIS</b> (NASA Acquisition Internet Services)	Provides synopses, solicitations, award notices, acquisition forecasting, regulations, forms and small business assistance	User role at NSSC	None
<b>SAP/IEMP</b>	Integrated Enterprise Management Program (IEMP) for Procurement Request receipt, contract funding and payment processing	User role at NSSC	CMM FPDS-NG
<b>PPDS</b> (Past Performance Database System)	Automated system to collect performance data and provides Users immediate access to past performance data	User role at NSSC (CS)	NAIS
<b>FPDS-NG</b> (Federal Procurement Data System –Next Generation)	Collects, develops, and disseminates data on all federal expenditures for supplies and services	User role at NSSC	NAIS CMM SAP
<b>NPMS</b> (NASA Procurement Management System)	On-line query based system for access to NASA database containing summary level data	User role at NSSC	None

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EXISTING SYSTEMS/ TOOLS			
IT System Title	IT System Description	Access Requirements	IT System Interfaces
Online Query)			
<b>EHBs</b> (Electronic Handbooks)	System of electronically-supported business processes to manage SBIR/STTR programs and associated data	User role at NSSC	None
<b>eNTRe</b>	NASA Electronic New Technology Reporting system	Contractor, NTO and COTR	None

NEW SYSTEMS/ TOOLS			
IT System Title	IT System Description	Access Requirements	IT System Interfaces
<b>CMM</b> (Contract Management System) [Training in Progress]	Document generation system which generates contract documents, facilitates reporting, tracks lead-times and management information	User role at NSSC	SAP/IEMP

### Privacy and Proprietary Data

All participants involved must ensure protection of all data covered by the Privacy Act and all proprietary data received. In addition, all SP participants have signed non-disclosure agreements and have received training on the protection and release of privacy and/or proprietary information.

### Customer Contact Center

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The NSSC CCC will be a primary point of contact for its SBIR/STTR customers. Inquires received by the CCC are designated Level One (L1), Two (L2), or Three (L3). Each contact received by the CCC will initially be assigned as a Level "One" case. The CCC will open a REMEDY ticket for all inquiries and undertake necessary actions to provide an answer to the inquiry. Any question that cannot be resolved by the CCC shall be routed to Level Two which is the Procurement Office SP. Level Three inquiries include all those requiring a response from the Contracting Officer (CS). Inquires regarding specific SBIR or STTR Agreements will be routed to the Level Two or Level Three contact assigned to that specific contract.

The NSSC CCC can be reached by telephone, facsimile or electronic mail as provided below:

Email: [nssc-contactCenter@nasa.gov](mailto:nssc-contactCenter@nasa.gov)

Fax: 1-866-779-6772

Telephone: 1-877-NSSC123 (or 1-877-677-2123)

NSSC Procurement will provide to the CCC a listing of civil service and service provider procurement personnel identifying the activities for which each person is responsible. NSSC Procurement will furnish the CCC a list of URL's, web sites, other pertinent information and Frequently Asked Questions to assist in responding to Level One customer inquiries. Further, NSSC Procurement has designated facilitators and back-up personnel to coordinate with the CCC to ensure the on-going flow of communications between the NSSC Procurement and the CCC.